

Frequently Asked Questions

1. When searching for an NSN in the NIH SC On-Line catalog, do dashes(-) between the NSN numbers have to be entered?
 - a. Yes, however if the last 4 numbers of the NSN is entered and the search button is clicked on, the catalog will find all items ending in the four numbers entered as the search criteria.
2. How can I reach the NIH SC Marketing Team?
 - a. You can reach the NIH SC Marketing Team using the e-mail addresses below:

Entire Team NIHSCMarketingTeam@mail.nih.gov

William Byrd William.byrd@nih.gov 301-435-3662

Gwendolyn Carr Gwendolyn.carr@nih.gov 301-402-0677

Alicia Boglin Alicia.boglin@nih.gov 301-402-0892

3. Where can a printable copy of the current on-line catalog be located?
 - a. A [current PDF copy of the NIH SC catalog](#) can be viewed and/or printed from the link at the bottom of the NIH SC home page <http://nihsc.od.nih.gov/>
4. What is required to request new items be added and stocked at the NIH SC?
 - a. The guidelines for requesting new items be added and stocked at the NIH SC are detailed in the [New Item Request Guidelines](#). Basically, the items must be identified with as much purchasing and forecasted usage information as possible. **Vendors** will use the [Vendor New Item Request Document](#) which allows new item information to be entered and saved for each item. The completed and signed forms and any questions can be sent as attachments in an e-mail to the NIH SC Marketing Team.
 - b. **Customers** can use the [Customer New Item Request Document](#) allowing item data to be entered electronically, saved and sent via e-mail to the NIH SC Marketing Team. The estimated monthly usage and the estimated monthly demand (i.e., 24 boxes per month with approximately 4 demands of 6 boxes per request) which will be used to determine the amount to stock in support of all ICs across the NIH. Questions and completed forms can be sent as attachments in e-mails to the NIH SC Marketing Team.
 - c. **Customers and Vendors** can use the [Replace Item request document](#) to recommend items currently stocked be replaced. When completed, forms can be sent to the NIH SC Marketing Team in e-mail attachments.

- i. **The NIH SC** staff will promptly review and respond to all requests received.